Bangalore Electricity Supply Company Limited

(Wholly owned Government of Karnataka Undertaking)

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Office of the
General Manager (ICT & MIS)
5th Floor, Belaku Bhavana,
BESCOM Corporate Office,
K.R Circle Bangalore –560001

No: BESCOM/GM(IT)/DGM-IT5/2026-27/ Date:

ADDENDUM/CLARIFICATION

Sub: Issue of Corrigendum/Addendum to the tender: "Selection of Agency for Implementation of Centralized Ticketing Tool under RAPDRP/IPDS Framework"

Ref: 1. Tender Enquiry No. BESCOM/2026-27/SE0456 dated 27.04.2026
2. Pre-Bid Meeting held on 13.05.2026 at 11:30 AM at Office of GM(ICT&MIS).

A. ADDENDUM:

SL NO.	Clause No.	Requirement Description	Documents to be uploaded
1	1.4 ELIGIBILITY CRITERIA (11)	The proposed ITSM solution shall support and align with ITIL 4 best practices and shall possess a valid assessment/certification from an authorized agency for a minimum of 11 relevant ITSM processes. Further, the OEM shall possess ISO 27034 certification to ensure application security compliance.	Valid certificate/assessment report issued by an authorized agency (including but not limited to PeopleCert ATV, PinkVERIFY, or equivalent independent assessment agency) demonstrating compliance/ alignment of the proposed ITSM solution for a minimum of eleven (11) relevant ITSM processes in accordance with ITIL 4 best practices. Valid ISO 27034 certificate from the OEM as on the date of submission of bids.

B. CLARIFICATIONS:

SL No	Section No./Clause No.	Page No.	Description/ Reference/ Subject	Clarification
1	**5.2. TECHNICAL SPECIFICATIONS / 5.2.6 Customization & Flexibility**	32	Policy updates without additional cost to BESCOM.	The proposed solution shall support implementation of changes arising due to BESCOM operational policies, workflows, approval hierarchies, SLA rules, escalation matrices, service catalogue changes, user roles, and business process modifications during the contract/ATS period without any

				additional cost to BESCOM.
2	**"5.2. TECHNICAL SPECIFICATIONS / 5.2.8 Architecture and Containerization"**	32	The bidder shall ensure scalability, high availability, maintainability, and ease of upgrades during the contract period.	DC WITH HA AND DR AS STANDALONE (The proposed solution shall be deployed at BESCOM Primary Data Center with High Availability and Cloud Disaster Recovery Centre with data replication and failover capability)

Except for the amendments/clarifications issued through this addendum, all other terms and conditions of the RFP/Tender document shall remain unchanged and shall continue to be applicable.

Digitally signed by
CHINTAMANI KRISHNAPPA SREENATH
Date: 26-05-2026 12:15:07

General Manager (ICT&MIS)
BESCOM